

National Certificate in Rural Servicing (Level 3)

Level	3
Credits	83

This qualification has been **reviewed**. The last date to meet the requirements is 31 December 2020.

Transition Arrangements

This qualification has been designated as expiring without replacement. No new enrolments will be accepted after 31 December 2018. The last date to meet the requirements is 31 December 2020 at which point the qualification will be discontinued.

This qualification contained standards that had expired or been replaced by other standards. For the purposes of this qualification people who gain credit for the expiring or replaced standards are exempt from the requirement to gain credit for the replacement standards – see table below.

Credit for	Exempt from
11996	11958
28855	18197
28921	19142, 24543

For detailed information see [Review Summaries](#) on the NZQA website.

NQF Registration Information

Process	Version	Date	Last Date for Assessment
Registration	1	August 2006	December 2012
Revision	2	July 2009	December 2020
Republished	2	June 2015	December 2020
Review	3	September 2016	December 2020

Standard Setting Body

Primary Industry Training Organisation
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National Certificate in Rural Servicing (Level 3)

Level	3
Credits	83

Purpose

This qualification is for people who are working in a rural servicing retail outlet or business in the rural community.

The compulsory section recognises the background knowledge required for providing customer service in a retail outlet. People will have knowledge of animal physiology, nutrition, and health; crop production; fencing; soils and fertilisers; livestock selling; legislation and the rural servicing industry; health and safety; communication; sales; and stock control.

The elective section recognises regional variations, and specialist activities within rural servicing outlets. People can select those standards that are relevant to the particular business they are employed in, their retail or sales role within the business, the predominant type of farming activity in their geographic area, and to their own career goals.

On completion of this qualification graduates may progress to other rural servicing qualifications such as the National Certificate in Rural Servicing (Livestock) (Level 4) [Ref: 1255], or the National Certificate in Rural Servicing (Grain, Seeds, and Crops) (Level 5) [Ref: 1256], or progress to other agriculture industry qualifications such as the National Certificate in Agribusiness Management (Business Planning and Financial Management) [Ref: 1186], or the National Certificate in Agribusiness Management (Agribusiness Resource Management) [Ref: 1187], or the National Diploma in Agribusiness Management [Ref: 0647].

Replacement information

This qualification replaced the National Certificate in Rural Servicing with strands in Animal Retail, and Plant Retail, and an optional strand in Advanced Fertiliser [Ref: 0759].

Credit Range

	Compulsory	Elective
Level 1 credits	3	-
Level 2 credits	20	0-11
Level 3 credits	49	0-11
Level 4 or above credits	-	0-11
Minimum totals	72	11
Qualification total	83	

Requirements for Award of Qualification

Award of NQF Qualifications

Credit gained for a standard may be used only once to meet the requirements of this qualification.

Unit standards and achievement standards that are equivalent in outcome are mutually exclusive for the purpose of award. The table of mutually exclusive standards is provided in section 7 of the New Zealand Qualifications Authority (NZQA) Rules and Procedures publications available at <http://www.nzqa.govt.nz/ncea/acrp/index.html>.

Reviewed standards that continue to recognise the same overall outcome are registered as new versions and retain their identification number (ID). Any version of a standard with the same ID may be used to meet qualification requirements that list the ID and/or that specify the past or current classification of the standard.

Summary of Requirements

- Compulsory standards
- Elective – A minimum of 11 credits as specified

Detailed Requirements

Compulsory

The following standards are required

Agriculture, Forestry and Fisheries > Agriculture > Farming Skills

ID	Title	Level	Credit
15	Describe the end use of crops and factors which affect crop yields, and interpret seed quality	2	2
18	Demonstrate knowledge of animal anatomy and physiology	3	4
19103	Demonstrate knowledge of methods for promoting on-farm livestock health and health problems of livestock	3	8

Agriculture, Forestry and Fisheries > Agriculture > Fencing

ID	Title	Level	Credit
572	Demonstrate knowledge of electric fencing components and systems	3	5
24836	Describe non-electric fences, fence support materials, and safe practices in fencing	2	2

Agriculture, Forestry and Fisheries > Agriculture > General Agriculture

ID	Title	Level	Credit
576	Demonstrate knowledge of a specific landbased primary industry	3	4
19142	Describe the role of elements and fertilisers in primary production, and soil testing	3	6
24543	Demonstrate knowledge of the formation, and factors which influence properties, of soils on-farm	3	5

Agriculture, Forestry and Fisheries > Agriculture > Livestock Business

ID	Title	Level	Credit
22807	Demonstrate knowledge of the methods of selling livestock	3	3

Agriculture, Forestry and Fisheries > Agriculture > Rural Servicing

ID	Title	Level	Credit
17336	Describe the impact of legislation on commercial activity in the rural servicing industry	3	4
17343	Demonstrate knowledge of livestock feeding from a rural servicing business perspective	2	5
22809	Describe the rural servicing industry and the employing company	2	4

Health > Occupational Health and Safety > Occupational Health and Safety Practice

ID	Title	Level	Credit
497	Demonstrate knowledge of workplace health and safety requirements	1	3

Humanities > Communication Skills > Interpersonal Communications

ID	Title	Level	Credit
1277	Communicate information in a specified workplace	2	3

Service Sector > Retail, Distribution, and Sales > Retail and Distribution Core Skills

ID	Title	Level	Credit
11940	Respond to customers' complaints face to face in a retail or distribution environment	3	4

Service Sector > Retail, Distribution, and Sales > Sales Transactions

ID	Title	Level	Credit
11831	Apply skills and qualities of a salesperson in a retail or distribution environment	3	6

Service Sector > Retail, Distribution, and Sales > Stock Control

ID	Title	Level	Credit
11958	Demonstrate knowledge of stock management procedures and systems in a retail or distribution environment	2	4

Elective

A minimum of 11 credits

Agriculture, Forestry and Fisheries > Agriculture > Arable Farming

ID	Title	Level	Credit
869	Demonstrate knowledge of arable farm production	4	6

Agriculture, Forestry and Fisheries > Agriculture > Cattle Farming

ID	Title	Level	Credit
24624	Demonstrate knowledge of cattle genetics and selection	3	5

Agriculture, Forestry and Fisheries > Agriculture > Dairy Farming

ID	Title	Level	Credit
18192	Demonstrate knowledge of how cows produce milk	2	2
18197	Demonstrate knowledge of how to produce premium quality cow's milk	4	4
24550	Describe the operation of farm dairy equipment and perform calculations relevant to the farm dairy	3	6

Agriculture, Forestry and Fisheries > Agriculture > Farming Skills

ID	Title	Level	Credit
19117	Demonstrate knowledge of meat production	4	7
24636	Demonstrate knowledge of plants in the agriculture industry	2	3

Agriculture, Forestry and Fisheries > Agriculture > Fencing

ID	Title	Level	Credit
36	Select fencing support materials	3	4
19131	Demonstrate knowledge of fencing assemblies	3	3

Agriculture, Forestry and Fisheries > Agriculture > Sheep Farming

ID	Title	Level	Credit
571	Demonstrate knowledge of wool production	3	5
19157	Demonstrate knowledge of sheep genetics, and ram selection	3	5

Core Generic > Core Generic > Self-Management

ID	Title	Level	Credit
12349	Demonstrate time management	2	3

Service Sector > Retail, Distribution, and Sales > Merchandising and Marketing

ID	Title	Level	Credit
11951	Present goods for sale in a retail or distribution environment	2	2

Service Sector > Retail, Distribution, and Sales > Retail and Distribution Core Skills

ID	Title	Level	Credit
11939	Respond to customers' complaints by telephone in a retail or distribution environment	3	3
24997	Demonstrate knowledge of theft and fraud in a retail or distribution environment	2	5

Service Sector > Retail, Distribution, and Sales > Sales Transactions

ID	Title	Level	Credit
379	Sell goods and/or services over the telephone	3	3

Transition Arrangements

Version 2

Version 2 of this qualification was republished due to the following amendment. This qualification contains unit standards for which alternative unit standards have now been identified. For the purposes of this qualification, people who have gained credit for the alternative unit standards are exempt from the requirement to gain credit for the specified unit standards.

Credit for	Exempt from
27229	11940
26862	379
27229	11939

Version 2 was issued following a revision.

- Expiring compulsory standards 19126 and 19144 were replaced by standards 24836 and 24543 respectively.
- Expiring elective standards 18196, 11970, 19082, and 19121 were replaced by standards 24550, 24997, 24624, and 24636 respectively.
- Some standard titles, credits, and classifications were updated to reflect changes made at reviews.

For detailed information see Review Summaries on the NZQA website.

Training programmes or courses for version 2 of the qualification may start as soon as the qualification is registered.

The last date for assessments to take place for version 1 of the qualification is December 2012.

People currently working towards version 1 of the qualification may either complete the requirements of that version or transfer to version 2.

This qualification contains standards that replace earlier standards. For the purposes of this qualification, people who have gained credit for the earlier standards are exempt from the requirement to gain credit for the replacement standards – see table below.

Credit for	Exempt from
569	19103
11970	24997
17335	22809
17338	22807
18196	24550
19082	24624
19121	24636
19126	24836
19144	24543

It is not intended that anyone be disadvantaged by this revision. However, anyone who feels they have been disadvantaged may appeal to the Primary Industry Training Organisation at the address below.

Previous version of the qualification

Version 1 replaced the National Certificate in Rural Servicing with strands in Animal Retail, and Plant Retail, and an optional strand in Advanced Fertiliser [Ref: 0759]. Strands were not included in this qualification, which was instead made up of a compulsory and elective set. Standards 407, 11991, 17332, 10895-10899 from the compulsory set were not included in the qualification. Standards 36, 379, 11951, and 19121 from the compulsory were included in the elective set of this qualification. Standards 576 and 9078 were also included in this qualification. Compulsory standard 17335 was not included, but its replacement, standard 22809, was. Standards 572, 11831, 11940, 11958, 17343, 19126, and 22807 were added to the compulsory set. Standards 2506, 4816, 4468, and 15608 were not included as they were no longer required by industry. Standards 10891-10894, 1090 and 10901, were not included in the qualification as these competencies were covered by the National Certificate in Agrichemical Supply (Level 3) with strands in Animal Health Products and Plant Protection Products [Ref: 0325] and were no longer required in any Rural Servicing qualifications.

The last date to complete the replaced qualification was 31 December 2008. The last date for award of the replaced qualification is 31 December 2009.

Other standard setting bodies whose standards are included in the qualification

New Zealand Industry Training Organisation
 NZQA
 Retail Institute

Certification

This certificate will display the logos of NZQA, the Primary Industry Training Organisation and the accredited organisation.

Classification

This qualification is classified according to the NQF classification system and the New Zealand Standard Classification of Education (NZSCED) system as specified below.

NQF Classification		NZSCED	
Code	Description	Code	Description
1906	Agriculture, Forestry and Fisheries > Agriculture > Rural Servicing	050199	Agriculture, Environmental and Related Studies > Agriculture > Agriculture not elsewhere classified

Quality Management Systems

Providers and Industry Training Organisations must be accredited by a recognised Quality Assurance Body before they can register credits from assessment against standards. Accredited providers and Industry Training Organisations assessing against standards must engage with the moderation system that applies to those standards. Accreditation requirements and the moderation system are outlined in the associated Accreditation and Moderation Action Plan (AMAP) for each standard.